

LifeLine contacts received and closed by CAB during the month of Dec-2019

Data queried on: 01/07/2020

Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

| LifeLine Phone Contacts in CAB | | | | | | | | | | | | | | |
|--|-----------|------------|------------|-----------|------------|-----------|------------|-----------|------------|------------|------------|------------|-----------|-----------|
| | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
| Received and closed' | 133 | 154 | 153 | 148 | 175 | 128 | 131 | 98 | 199 | 301 | 165 | 130 | 115 | 104 |
| LifeLine Appeals Subcategories | | | | | | | | | | | | | | |
| LL Consumer Did Not Return Form | 5 | 5 | 8 | 2 | 4 | 4 | 2 | 1 | 7 | 20 | 8 | 7 | 9 | 7 |
| LL Documents Not Provided/Does Not Meet Guidelines | 0 | 2 | 2 | 1 | 0 | 1 | 1 | 0 | 4 | 1 | 2 | 3 | 2 | 4 |
| LL Form Complexity | 8 | 21 | 15 | 9 | 11 | 15 | 15 | 13 | 20 | 24 | 17 | 24 | 6 | 4 |
| LL IDV Identity Verification | 10 | 10 | 12 | 10 | 7 | 6 | 32 | 10 | 50 | 108 | 39 | 15 | 15 | 10 |
| LL Initials Missing | 0 | 1 | 3 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 3 |
| LL No Carrier Authority | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 1 | 0 | 1 | 1 |
| LL Nondeliverable | 1 | 1 | 0 | 0 | 1 | 0 | 2 | 0 | 1 | 1 | 1 | 1 | 1 | 0 |
| LL Policy/Practices | 58 | 76 | 57 | 66 | 89 | 65 | 51 | 43 | 77 | 106 | 68 | 50 | 47 | 48 |
| LL Privacy | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| LL Qualifying Method Not Selected | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LL Signature/Printed Name Does Not Match/Missing | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| LL Special Pilots | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| LL SSN/DOB/Tribal ID Not Provided | 1 | 0 | 4 | 2 | 3 | 2 | 0 | 0 | 5 | 4 | 2 | 0 | 0 | 0 |
| LL Tribal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LL TTY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Appeals | 83 | 116 | 102 | 90 | 118 | 95 | 103 | 67 | 165 | 269 | 138 | 100 | 83 | 80 |
| LifeLine Billing Subcategories | | | | | | | | | | | | | | |
| LLB Address Error | 5 | 1 | 2 | 1 | 6 | 1 | 2 | 3 | 2 | 2 | 1 | 0 | 1 | 1 |
| LLB Application Request | 9 | 3 | 3 | 8 | 3 | 11 | 2 | 9 | 4 | 3 | 2 | 3 | 4 | 3 |
| LLB Approved for Discount | 10 | 5 | 12 | 12 | 8 | 5 | 5 | 4 | 13 | 5 | 12 | 11 | 12 | 10 |
| LLB Discount Switched to Other Carrier | 10 | 10 | 18 | 15 | 17 | 1 | 4 | 5 | 3 | 5 | 5 | 6 | 5 | 3 |
| LLB Federal Program/Equipment | 16 | 19 | 16 | 22 | 23 | 15 | 15 | 10 | 12 | 17 | 7 | 10 | 10 | 7 |
| LLB New Phone Service Not LL Eligible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Billing | 50 | 38 | 51 | 58 | 57 | 33 | 28 | 31 | 34 | 32 | 27 | 30 | 32 | 24 |

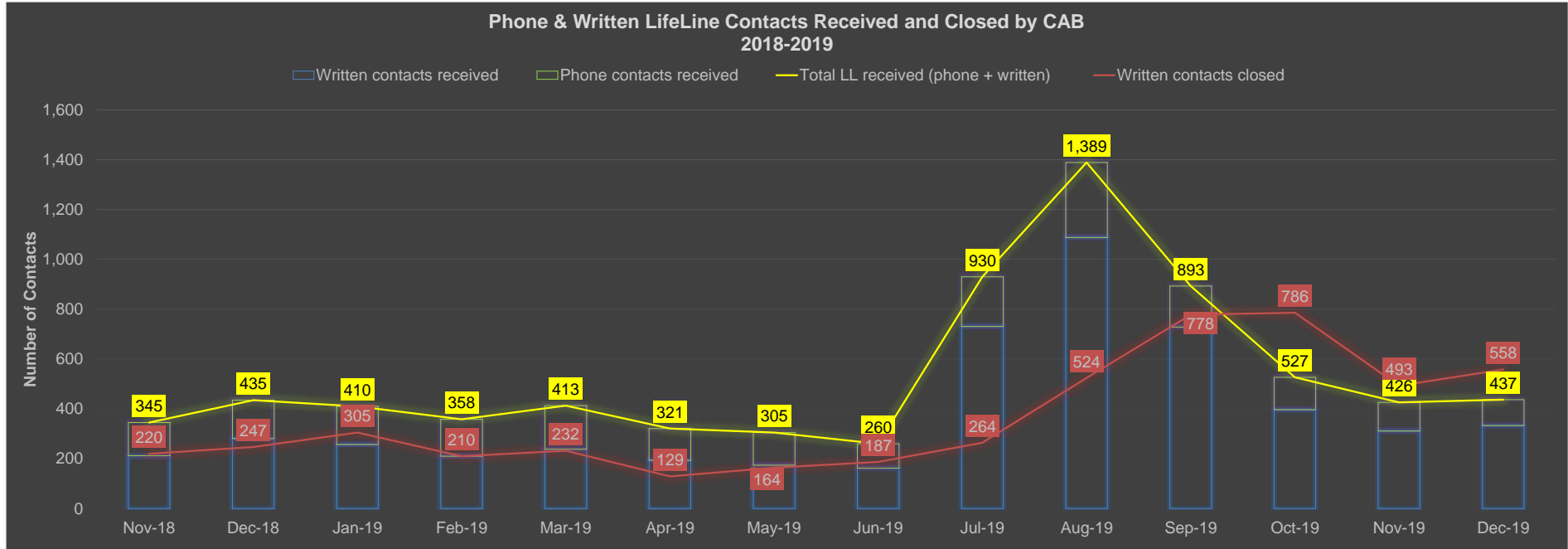
Section II - Written LifeLine Contacts Received and Closed by Case Type

| LifeLine Written Contacts in CAB | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| Received | | | | | | | | | | | | | | |
| LL Appeals (Landline & Wireless) Received | 128 | 181 | 157 | 104 | 123 | 82 | 70 | 60 | 428 | 267 | 361 | 181 | 84 | 97 |
| LL Billing Received | 39 | 46 | 49 | 49 | 84 | 56 | 46 | 44 | 89 | 65 | 60 | 45 | 48 | 75 |
| LL Complaints Received | 3 | 6 | 6 | 7 | 7 | 11 | 5 | 1 | 4 | 9 | 5 | 3 | 4 | 6 |
| LL Inquiries Received | 25 | 22 | 21 | 22 | 12 | 16 | 17 | 4 | 46 | 28 | 55 | 9 | 10 | 15 |
| LL Assignment Pending | 17 | 26 | 24 | 28 | 12 | 28 | 36 | 53 | 164 | 719 | 247 | 159 | 165 | 140 |
| Total Written Contacts Received | 212 | 281 | 257 | 210 | 238 | 193 | 174 | 162 | 731 | 1088 | 728 | 397 | 311 | 333 |
| Closed | | | | | | | | | | | | | | |
| LifeLine Appeals Closed | 131 | 167 | 218 | 143 | 142 | 28 | 70 | 98 | 162 | 413 | 658 | 606 | 392 | 340 |
| Landline Appeals | 77 | 101 | 146 | 91 | 94 | 21 | 43 | 72 | 122 | 332 | 587 | 522 | 329 | 270 |
| Wireless Appeals | 54 | 66 | 72 | 52 | 48 | 7 | 27 | 26 | 40 | 81 | 71 | 84 | 63 | 70 |
| LL Billing Closed | 60 | 45 | 56 | 37 | 75 | 74 | 66 | 56 | 73 | 54 | 28 | 109 | 53 | 155 |
| LL Complaints Closed | 2 | 2 | 4 | 8 | 3 | 6 | 2 | 6 | 2 | 1 | 5 | 2 | 4 | 3 |
| LL Inquiries Closed | 26 | 31 | 27 | 21 | 12 | 20 | 21 | 27 | 26 | 56 | 82 | 68 | 43 | 60 |
| LL Unknown ² Closed | 1 | 2 | 0 | 1 | 0 | 1 | 5 | 0 | 1 | 0 | 5 | 1 | 1 | 0 |
| Total Written Contacts Closed | 220 | 247 | 305 | 210 | 232 | 129 | 164 | 187 | 264 | 524 | 778 | 786 | 493 | 558 |

Section III - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

| | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | December | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------------------------------|----------------------------|----------|
| LifeLine Appeals (Landline & Wireless) | | | | | | | | | | | | | | | Denial Overturned ³ | Denial Upheld ³ | |
| LL Customer Did Not Return Form | 32 | 43 | 49 | 38 | 38 | 6 | 22 | 11 | 15 | 52 | 39 | 52 | 51 | 55 | 9 | 46 | |
| LL Documents Not Provided/Does Not Meet Guidelines | 12 | 18 | 22 | 13 | 15 | 4 | 9 | 14 | 16 | 23 | 30 | 54 | 22 | 33 | 25 | 5 | |
| LL Form Complexity | 8 | 8 | 8 | 2 | 5 | 2 | 7 | 10 | 4 | 7 | 14 | 13 | 7 | 21 | 14 | 3 | |
| LL IDV Identity Verification | 57 | 70 | 100 | 73 | 61 | 12 | 27 | 52 | 118 | 302 | 557 | 457 | 280 | 185 | 153 | 13 | |
| LL Initials Missing | 8 | 12 | 14 | 5 | 12 | 2 | 0 | 3 | 3 | 9 | 4 | 8 | 6 | 15 | 1 | 14 | |
| LL No Carrier Authority | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| LL Nondeliverable | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 3 | 1 | 1 | 0 | 1 | |
| LL Policy/Practices | 0 | 2 | 4 | 1 | 0 | 0 | 1 | 3 | 2 | 11 | 8 | 14 | 18 | 16 | 3 | 12 | |
| LL Privacy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| LL Qualifying Method Not Selected | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| LL Signature/Printed Name Does Not Match/Missing | 6 | 5 | 7 | 5 | 0 | 0 | 1 | 2 | 3 | 4 | 4 | 4 | 5 | 10 | 2 | 8 | |
| LL SSN/DOB/Tribal ID Not Provided | 8 | 7 | 14 | 5 | 11 | 2 | 2 | 3 | 1 | 4 | 2 | 1 | 2 | 4 | 4 | 0 | |
| LL Tribal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| LL TTY | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| Total Appeals | 131 | 167 | 218 | 143 | 142 | 28 | 70 | 98 | 162 | 413 | 658 | 606 | 392 | 340 | | | |
| | | | | | | | | | | | | | | | | | |
| LifeLine Billing | | | | | | | | | | | | | | | Service Provider Type | | |
| | | | | | | | | | | | | | | | VoIP | Wireless | Wireline |
| LLB Address Error | 7 | 1 | 2 | 1 | 4 | 6 | 3 | 0 | 3 | 2 | 3 | 7 | 1 | 8 | 0 | 1 | 7 |
| LLB Application Request | 19 | 23 | 23 | 21 | 37 | 39 | 40 | 28 | 35 | 29 | 9 | 69 | 37 | 58 | 0 | 15 | 43 |
| LLB Approved for Discount | 6 | 10 | 9 | 3 | 6 | 9 | 9 | 11 | 12 | 11 | 9 | 18 | 10 | 54 | 0 | 5 | 49 |
| LLB Discount Switched to Other Carrier | 14 | 5 | 9 | 3 | 7 | 9 | 5 | 4 | 4 | 1 | 0 | 5 | 3 | 6 | 0 | 2 | 4 |
| LLB Federal Program/Equipment | 14 | 6 | 13 | 9 | 21 | 11 | 9 | 13 | 18 | 11 | 7 | 10 | 2 | 30 | 0 | 29 | 0 |
| LLB New Phone Service Not LL Eligible | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Billing | 60 | 45 | 56 | 37 | 75 | 74 | 66 | 56 | 72 | 54 | 28 | 109 | 53 | 156 | | | |

LifeLine Consumer Statistics Received and Closed by CAB - 13-month trend



| | Nov-18 | Dec-18 | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 |
|-------------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Phone contacts received | 133 | 154 | 153 | 148 | 175 | 128 | 131 | 98 | 199 | 301 | 165 | 130 | 115 | 104 |
| Written contacts received | 212 | 281 | 257 | 210 | 238 | 193 | 174 | 162 | 731 | 1088 | 728 | 397 | 311 | 333 |
| Total LL received (phone + written) | 345 | 435 | 410 | 358 | 413 | 321 | 305 | 260 | 930 | 1389 | 893 | 527 | 426 | 437 |
| Written contacts closed | 220 | 247 | 305 | 210 | 232 | 129 | 164 | 187 | 264 | 524 | 778 | 786 | 493 | 558 |

Disclaimer: The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

- 1 Phone contacts are closed the same day they are received.
- 2 Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally
- 3 Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.
- 4 LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.